

Offer of housing



How do I make a decision about an offer?

Being offered a new home can be a stressful time, so we have put together a few tips, which should help you through the process. The first thing you need to consider when offered a property is whether you wish to accept it or not.

You will be provided with details of the rent charge for the property and an acceptance / refusal form with your offer letter and you need to decide whether or not you can afford to rent the property and what it will mean to be an ANCHO tenant.

What would be my responsibilities as a tenant?

Before you make your decision, we think you should know what would be expected of you and what you can expect from us.

Some of the more important rights and responsibilities you would have as a tenant include:

Payment of rent & service charges

Your Tenancy Agreement sets out when you must pay your rent and service charges.

Your rent pays for:

- The cost of repaying ANCHO's loan (mortgage) on your home
- The cost of managing and maintaining your home
- The services we provide to our tenants
- The cost of setting aside money for future improvements and replacements over the life of the dwelling

All rent payments (whether you choose to pay weekly, monthly etc.) will be required monthly in advance!!

Other responsibilities

You will have to:

- Live in the property as your only or main home
- Get our written permission if you want to use the premises to run a business
- Keep to the conditions about having pets
- Look after the property, including any gardens or common parts
- Report repairs and damage to us as they occur
- Allow ANCHO's employees or our contractors access at all reasonable hours of the daytime, to inspect the condition of your property and carry out repairs etc.

- Obtain our written consent before making any changes to the property (you have the right to carry out improvements to your home, but you must get our written permission first. This will not be refused without good reason)
- Not use or allow the property to be used for illegal purposes
- Not behave, or allow any members of your household or visitors to behave in a way that causes or is likely to cause a nuisance or annoyance to neighbours

Any breach of these conditions are taken very seriously and may result in legal action against you, including the loss of your home!

What should I expect from ANCHO?

ANCHO agrees to:

- Keep in good repair the structure and exterior of your home (including drains, gutters, plasterwork, internal walls)
- Keep in good repair and proper working order any installations provided by us (including, sinks, toilets, electrical wiring, gas pipes)
- Keep in good repair common parts (stairways)
- We will keep you informed about things that affect your tenancy and ask for your views before making changes

This list is not exhaustive. Full information concerning our repair obligations will be listed within your tenancy agreement.

I want to accept an offer – what should I do?

If you have decided to accept your offer of a new home, you are urged to contact us as soon as possible and complete and return the acceptance form which was sent with your offer letter.

Confirmation of acceptance

If you have accepted your offer of an ANCHO home and confirmed in writing your acceptance, you will receive an acknowledgement from us and a date will be arranged for you to view and sign for the tenancy of the property.

In some cases, especially if there is someone still living in the property, the proposed date for you to sign for the tenancy may change. Once we are able to verify when you can sign for the tenancy, you will be notified.

Once you have signed for the tenancy of your property you can then begin to arrange to move.

I want to refuse an offer – what should I do?

If you have decided to refuse your offer of accommodation, you are urged to contact us as soon as possible to complete and return the refusal form giving your reasons why you have turned down your offer.

This information will help us (or other housing providers) find the property that will suit your preferences.

If you are homeless

If you have been offered an ANCHO property because the Council have decided you are homeless, we would advise you to speak to the Council to tell them you have accepted the offer.

If you are considering refusing ANCHO's offer of accommodation you are advised to discuss the implications with the Council.

What is the contract exchange?

Once you have accepted your offer of accommodation, you will be invited to sign your new tenancy agreement at a contract exchange meeting, either at your new home or in our office. You should bring along the full monthly rent charge (as detailed in your offer letter) to the tenancy agreement signing. If you wish to claim housing benefit to help pay for your rent speak to us beforehand so we can calculate how much rent you will have to pay. You will also have to bring details of your earnings or existing benefits to the tenancy agreement signing. Failure to do so will result in you being unable to sign up for your new home. When you sign for your ANCHO home, you will be provided a tenancy pack to help you settle into your new home. We hope you find this of assistance.

What other things should I think about?

Housing Benefit

If you are on a low wage or state benefits, you may be entitled to housing benefit depending upon your personal circumstances, to help pay for your rent and service charges.

If you are in receipt of Housing Benefit you will be required to make a fresh claim for housing benefit for your new address.

Please bring along two items of proof of identity for each person, proof of all income including any savings or capital, and proof of each persons national insurance number. Proof of a non-dependant's income is also required.

If you receive any other benefits you are also advised to notify the appropriate agency of your new address.

Decorating

The internal decoration of your new ANCHO property will be your responsibility.

All our properties should be in good decorative order, however, in some cases a decorating allowance may be offered where we feel that additional decoration is required.

An offer of a decorating allowance will be put in writing at the time the offer of accommodation is made or after the viewing.

What work will ANCHO carry out before I move in?

We will, or will already have carried out repairs to the house you've been offered to ensure that the property is in a safe condition and secure for occupation. All repairs that are considered ESSENTIAL to make the property habitable for health, safety and security purposes will be carried out.

Below is our minimum letting standard that you should expect. If you think we have not met this, please let us know.

External fabric of the building

- Roof will be watertight.
- Gutters and rain water goods will be functional.
- Structural fabrication of the building and attached canopies/ outhouses/ garages, including pointing and rendering, will be safe and watertight.
- Windows and doors will be secure and fully serviceable with glazing intact (including double glazing seal).
- Access/egress paths and paving will be safe and firmly bedded.
- External rails and steps will be safe.
- Any existing boundary fences, walls, hedges, gates etc. will be safe.
- Drainage systems will be free flowing and functional incorporating replaced grids.
- Inspection chambers will be safe and accessible.
- Gardens/yards/driveways/back areas will be cleared and safe for use with grass/vegetation strimmed.
- Any existing unattached outhouses/garages/sheds etc. within the cartilage of the property will be safe.
- Surfaces will be clear.

Garden/curtilage

- Rubbish will be cleared from front and rear garden areas.
- We will trim all grass areas, rake-up all cuttings and remove from sight.

- We will weed, sweep and wash down pathways.
- We will cut back any overgrown bushes.
- We will remove all debris from property when complete.
- No garden debris or rubbish will be left in dustbins.

Internal

- All existing gas/ electrical/ water/ smoke/ burglar alarm appliances and systems within the dwelling will be safe and functional.
- Roof space will be clear of debris and existing firebreaks intact.
- Ceiling and walls will be free from visible major defects.
- Internal doors and furniture will be correctly fitting and serviceable.
- Architraves (Door facing) and skirting boards will be complete.
- Floor will be sound and secure and free from major defects.
- Staircases and handrails will be safe and secure with old gripper rods removed.
- Existing sanitary ware will be safe and fit for purpose.
- Wall tiles will be in place for splash back and these will be intact.
- Kitchen fittings and fixtures will be safe and functional.
- Every kitchen will contain at least the following- single drainer sink unit, double base unit and worktop, double wall unit or equivalents, an electric cooker point and/or a gas cooker point where gas is fitted to the property.
- Kitchen units will have doors that open freely and close properly and all fittings will be secure. Drawers on units will run freely and have proper handles attached.
- Artex will be tested for asbestos and removed or encapsulated in line with Asbestos Management Strategy and Policy if found in the property.
- In some cases properties may be decorated due to the low demand and if condition is such that it would not allow a tenant to move in without having to redecorate other than for reasons of personal taste.
- In some other cases, decoration vouchers may be awarded due to medium demand and if condition is such that it would not allow a tenant to move in without having to re-decorate other than for reasons of personal taste. Decoration vouchers are awarded on size of property and decision to award decoration vouchers is made by the Maintenance Co-ordinator.
- Dwelling will be visibly free from dampness and mould growth and tested accordingly.
- Where repair work has been carried out, damaged wall covering will be removed.
- At appropriate times the water system will be drained down and refilled for frost protection.

- Mobility adaptations will be safe and secure.
- Polystyrene tiles will be removed from the lounge and kitchen (and elsewhere if fire risk).
- Vents will be unobstructed allowing for the free flow of air.
- No building debris will be left in the property.

Cleaning standard internal

- All services, water, electricity and gas (where applicable) will be in working order. The services will be checked and confirmed safe.
- All cobwebs will be removed from wherever they occur.
- Any drawing pins, sellotape and blue tack will be removed from walls.
- Electrical sockets, light fittings and switches to be thoroughly cleaned.
- Kitchen units, all work surfaces, cupboards, drawers and sink will be thoroughly cleaned and all cleaning residue rinsed away. (All cleaning to be carried out inside and out of unit, cupboard, drawers).
- All bathroom fittings, i.e. toilet, sink and bath will be cleaned, particular attention to be given to taps including removal of limescale where possible.
- Toilets to be cleaned in all areas including back, front and around the u-bend. The floor will be inspected.
- Internal and external windows will be cleaned and washed down.
- All doors, including the front door, door frames, architraves and side casings will be thoroughly cleaned.
- Radiators will be cleaned at the front and as much as possible behind.
- All skirting boards will be washed down.
- All storage cupboards will be swept and mopped.
- Stairways and steps will be swept and cleaned to a high standard.
- All tiled areas will be cleaned inside and out.
- All floors will be swept and mopped, attention will be given to removing scuff marks and paint splashes. All floors will be mopped with disinfectant.
- All rooms will be deodorised.
- A final check will be made (including leaving toilet strip confirming clean and deodorants in bathroom and kitchen.)
- All cleaning will leave no marks, the finish will be streak free and left dry.
- New sanitary ware will be clean of paper and polythene.
- All shower curtains left by previous tenant will be removed.

Moving home checklist

Here are some tips to help you remember what you should do and who you should contact when you move house. Please do not arrange anything until you have been given a definite moving date.

Before you move you will need to:

- Give notice to your existing landlord,
- Set a date for your telephone company to disconnect your telephone and install a new one in your home
- Advise your gas supplier of your new address and arrange for your old meter to be read
- Advise your electricity supplier of your new address and arrange for your old meter to be read
- Advise Council Tax

Inform the following of your change of address:

- Bank/Building Society/Credit Union
- Insurance
- DVLA (Driving Licence)
- Doctor (you may need to change surgery)
- Post Office (to arrange re-direction of post)
- Dentist

- Optician
- Children's Schools
- Housing Benefit and Council Tax Departments
- Family / friends
- Employer / Pension Companies
- Hire purchase / loan companies
- AA / RAC / Car Rescue Service
- Inland Revenue / Department for Work & Pensions/Child Benefit
- Publications sent by post
- Societies / clubs
- TV and DVD / video rental
- Satellite / cable company
- Store card / credit card / charge card
- Vets

Confirm arrangements with

- Gas supplier
- Electricity supplier
- Telephone / Sky / Internet supplier
- Removal firm

Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



Telephone: **01294 313121**



Email: **mail@ancho.co.uk**



Web: **www.ancho.co.uk**

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